

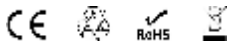
User Manual

N363&N373&N383

H.264 encoder and decoder



Version: V1.0.1



Important Safety Instructions

Note:

In case of any content change, we are sorry for no further notice.

Warning:

To reduce the risk of fire, electric shock or product damage:



1. Do not expose this apparatus to rain, moisture, dripping or splashing and that no objects filled with liquids, such as vases, shall be placed on the apparatus.



6. Clean this apparatus only with dry cloth.



2. Do not install or place this unit in a bookcase, built-in cabinet or in another confined space. Ensure the unit is well ventilated.



7. Unplug this apparatus during lightning storms or when unused for long periods of time.



3. To prevent risk of electric shock or fire hazard due to overheating, do not obstruct the unit's ventilation openings with newspapers, tablecloths, curtains, and similar items.



8. Protect the power cord from being walked on or pinched particularly at plugs.



4. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.



9. Only use attachments / accessories specified by the manufacturer.



5. Do not place sources of naked flames, such as lighted candles, on the unit.



10. Refer all servicing to qualified service personnel.

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Introduction

Overview

N363

N363, a high performance live H.264 streaming media encoder with HDMI signals input, delivers media over IP networks. N363 can be used with decoders N373 and N383 to provide complete end-to-end streaming media system. It features one HDMI input, one HDMI output and one VGA output. N363 adopts standard H.264/MPEG-4 AVC encoding and outputs two IP streams, a 1080p@60 stream and a 480p@60 stream. N363 outputs resolutions from 480p to 1920x1200 scaled based on the sink EDID. High performance signal processing scales and optimizes video input signals to obtain the intended viewing effects. Encoding controls can also adjust bit rate and quality. N363 expands Audio/Video system capability by extending HDMI signals over IP networks.



N373

N373 is a high performance live H.264 decoder used with N363 encoder to provide complete end-to-end streaming-media transmission system. N373 supports video wall function. In addition, it supports streaming resolutions and refresh rates up to 1080p@60. The output resolutions range from 480p to 1920x1200 scaled based on the sink EDID. With the computer control

software, this compact decoder offers multiple integrated features, such as RS232, IR for flexible control and management options.



N383

N383 is a high performance live H.264 decoder used with N363 encoder to provide complete end-to-end streaming-media transmission system. N383 can decode up to 16 IP streams. When N383 receives a single IP stream, it has the same decoding features as N373's, such as supporting streaming resolutions and refresh rates up to 1080p@60 and output resolutions from 480p to 1920x1200 scaled based on the sink EDID. When receiving two or more IP streams (up to 16 IP streams), it supports streaming resolutions and refresh rates up to 480p60 and output resolutions from 480p up to 1920x1200 scaled based on the sink EDID. With the computer control software, this compact decoder offers multiple integrated features, such as RS232, IR for flexible control and management options.



Features

N363

- I Streams HDMI signals over IP networks
- I Supports H.264/MPEG-4 AVC compression standard.

- I Use with H.264 decoder N373 to provide features, such as extending HDMI signals over IP networks and matrix switching control over LAN by the control software.
- I Use with H.264 decoder N383 to provide multi-picture viewing effects (up to 16 pictures) in a single screen in addition to the same features as N373.
- I Supports the input resolutions, 480i, 480p, 576i, 576p, 720p, 1080i, 1080p.
- I Supports output resolutions from 480p to 1920x1200 scaled based on the sink EDID.
- I Scales and optimizes video input signals for the intended viewing effects.
- I Auto input format detection to provide the appropriate decoding and signal processing.
- I Encoding bit rate is selectable from 1K~40Mbps.
- I Supports TCP/IP, Telnet, UDP, IGMP and H.264
- I Supports AutoIP configuration.
- I Automatically detected by the control software.
- I Uses with the IP control box TK-N006-000 for matrix control and management via LAN.

N373

- I Supports live IP video stream decoding.
- I Uses with encoder N363 to provide a complete end-to-end stream transmission system, supporting seamless switching.
- I Supports streaming resolutions and refresh rates up to 1080p@60.
- I Supports output resolutions from 480p up to 1920x1200 based on the sink EDID.
- I Supports video wall function

- I IR pass-through control for displays or sources over IP networks.
- I RS232 for debug or to control a RS232 device.
- I Automatic aspect ratio filling, following and fitting management.
- I Support TCP/IP, Telnet, UDP, IGMP and H.264
- I Supports PoE
- I Supports AutoIP configuration.
- I Automatically detected by control software.
- I Uses with the IP control box TK-N006-000 for matrix control and management via LAN.

N383

- I Supports live IP video stream decoding
- I Uses with encoder N363 to provide complete stream transmission system, supporting seamless switching.
- I Supports streaming resolutions and refresh rates up to 480p@60.
- I Supports output resolutions from 480p up to 1920x1200 based on the sink EDID.
- I Supports multi-picture viewing effects in a single screen by automatically dividing the screen into 1, 4, 9 or 16 complete pictures based on the number of IP streams.
- I IR pass-through control for displays or sources over IP networks.
- I RS232 for debug or to control a RS232 device.
- I Automatic aspect ratio filling, following and fitting management.
- I Support TCP/IP, Telnet, UDP, IGMP and H.264
- I Supports PoE
- I Supports AutoIP configuration.
- I Automatically detected by control software.

- I Uses with the IP control box TK-N006-000 for matrix control and management via LAN.

Package Contents

N363

- 1 x N363
- 1 x Power cable
- 1 x Phoenix male connector (3.5 mm 3 pins)
- 2 x Mounting ear

N373

- 1 x N373
- 1 x Power cable
- 1 x Power adapter
- 1 x Phoenix male connector (3.5 mm 3 pins)
- 1 x Phoenix male connector (3.5 mm 5 pins)
- 2 x Mounting ear

N383

- 1 x N383
- 1 x Power cable
- 1 x Power adapter
- 1 x Phoenix male connector (3.5 mm 3 pins)
- 1 x Phoenix male connector (3.5 mm 5 pins)
- 2 x Mounting ear

Specifications

N363

Technical	
I/O Connections	1×HDMI IN
	1×HDMI OUT
	1x VGA OUT
	1× RJ45
	2 × RS232 (3.5mm phoenix)
Power Supply	AC 100~240V 50/60Hz
Power Consumption	6.3 Watts
Input Video Signal	1.2 volts p-p
Input DDC Signal	5 volts p-p (TTL)
Data Rate	1K ~ 40Mbps, configurable
Maximum Distance	100 meters
Video Format Supported	Input: HDMI: 480i, 480p, 576i, 576p, 720p, 1080i, 1080p
	Output: HDMI & VGA: Follow the sink's EDID.
	Ethernet: 1080p @60, 480p@60
Output Video	HDMI 1.3
Control Method	RS232
	LAN
ESD Protection	Human body model:
	±8kV (air-gap discharge) ±4kV (contact discharge)
Surge Protection	Voltage: ±1kV

Technical	
Operating Temperature	32°F to 95°F (0°C to 35°C) 10% to 90%, non-condensing
Storage Temperature	-4°F to 140°F (-20°C to 70°C) 10% to 90%, non-condensing
System Requirements	<ul style="list-style-type: none">I HDMI equipped source devices.I HDMI equipped displays or VGA equipped displays.I Industry standard CAT5e/6 cables or above.I HDMI cables and VGA cables.I A 10/100Base-T Ethernet switch or above.
General	
Case Dimensions (W x H x D)	<ul style="list-style-type: none">I 525 mm x 122 mm x 327 mmI 20.7" x 4.8" x 12.9"
Device Dimensions (W x H x D)	<ul style="list-style-type: none">I 440 mm x 44 mm x 211 mmI 17.3" x 1.7" x 8.3"
Mass (Main unit)	2.62 kg
Certification	CE, FCC, RoHS

N373/N383


Technical		
I/O Connections		1 × RJ45 1 × AUDIO OUT (3.5mm phoenix) 1 × HDMI OUT 2 × RS232 (3.5mm phoenix) 1 × IR TX (3.5mm phoenix) 2 × IO/IN (3.5mm phoenix) 2 × RELAY (3.5mm phoenix)
	Power Supply	12V 2A DC, 5.5mm
	Power Consumption	4.56 Watts
	Input Video Signal	1.2 volts p-p
	Input DDC Signal	5 volts p-p (TTL)
	Maximum Distance	100 meters
	Video Supported	Format
Output Video		HDMI 1.3
Output Audio		Stereo (reserved)
Control Method		RS232 LAN
ESD Protection		Human Body Model: ±8kV (air-gap discharge) ±4kV (contact discharge)
Surge Protection		Voltage: ±1k V

Technical	
Operating Temperature	32°F to 95°F (0°C to 35°C) 10% to 90%, non-condensing
Storage Temperature	-4°F to 140°F (-20°C to 70°C) 10% to 90%, non-condensing
System Requirements	<ul style="list-style-type: none">I HDMI equipped source devices.I HDMI equipped displays and audio receivers.I Industry standard CAT5e/6 cables or above.I HDMI cables.I A 10/100Base-T Ethernet switch or above.
General	
Case Dimensions (W x H x D)	<ul style="list-style-type: none">I 390 mm x 92 mm x 220 mmI 15.4" x 3.6" x 8.7"
Device Dimensions (W x H x D)	<ul style="list-style-type: none">I 269 mm x 24 mm x 110 mmI 10.6" x 0.9" x 4.3"
Mass (Main unit)	0.78 kg
Certification	CE, FCC, RoHS

Panel

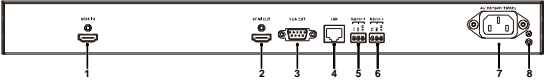
N363

Front Panel



ID	Name	Description
1	Power indicator	On: N363 is powered on. Off: N363 is powered off.

Rear Panel

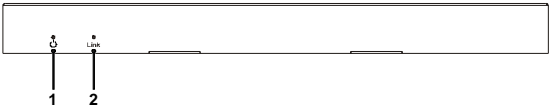


ID	Name	Description
1	HDMI IN	Connects to a source device via an HDMI cable.
2	HDMI OUT	Connects to a sink via an HDMI cable.
3	VGA OUT	Connects to a sink via a VGA cable.
4	LAN port	Connects to a 10/100Base-T Ethernet switch with a CAT5e/6 cable.
5	RS232-1	Used for debug.
6	RS232-2	Connects to a RS232 device.
7	Power	Connects to the AC power supply via a power cable.
8	GND	Grounding.

N373/N383

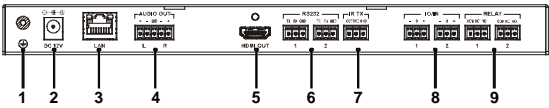
N373 and N383 have the same appearance.

Front Panel



ID	Name	Description
1	Power indicator	On: N373/N383 is powered on. Off: N373/N383 is powered off.
2	Link indicator	Steady On: N363 and N373/N383 are linked to each other. Flashing: N363 and N373/N383 are not linked to each other.

Rear Panel



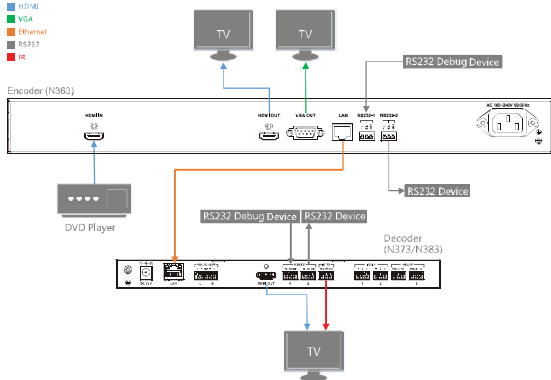
ID	Name	Description
1	GND	Grounding
2	Power	Connects to a 12V/2A DC power supply via a power adapter.
3	LAN	Connects to a 10/100Base-T Ethernet switch with a CAT5e/6 cable.
4	AUDIO OUT	Reserved port.
5	HDMI OUT	Connects to a sink via an HDMI cable.

ID	Name	Description
6	RS232	RS232 1: Used for debug. RS232 2: Connects to a RS232 device.
7	IR TX	Connects to an IR emitter cable.
8	IO/IN	Reserved ports.
9	Relay	Reserved ports.

Typical Application

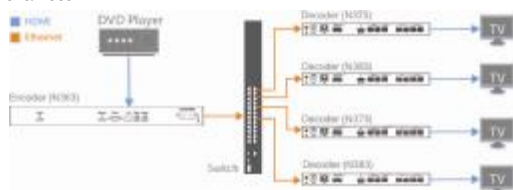
One Encoder to One Decoder

If an encoder N363 and a decoder N373/N383 are used, you can enjoy the full-screen viewing effects in the display device connected to the N373/N383.



One Encoder to Multiple Decoders

If an encoder N363 and multiple decoders N373/N383 are used, you can enjoy the full-screen viewing effects in the display device connected to the N373/N383.



Multiple Encoders to Multiple Decoders

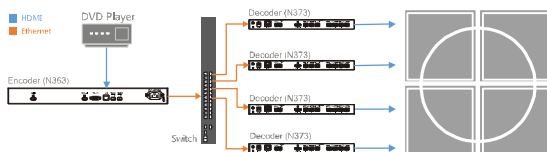
If multiple encoders N363 and decoders N373/N383 are used, you can:

- I Enjoy the full-screen viewing effects in the display device connected to the N373/N383 if a N363 is linked.
- I Enjoy multi-picture viewing effects in the display device connected to the N383 if multiple N363s are linked.



Video Wall Function

N373 supports video wall function. The diagram is shown below for your reference.



Viewing Multiple Pictures in a Display

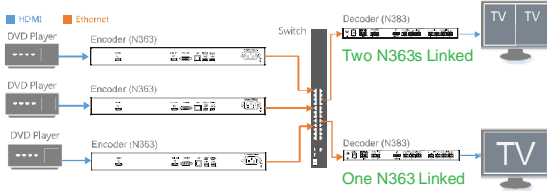
Based on the number of IP streams from the sources, a single screen can be divided into 1, 4, 9 or 16 parts with each part displays a complete picture.

For details, see the following table.

Decoder	Number of N363 linked	Viewing effects on the screen
N383	1	1 complete picture filling the entire screen.
	2~4	4 complete pictures filling the entire screen
	5~9	9 complete pictures filling the entire screen.
	10~16	16 complete pictures filling the entire screen.

Note:

When the number of N363 linked to N383 is from 2~3, 5~8, or 10~15, the unoccupied parts of the screen show no picture. For example, N383 below is linked to one or two N363s, the displays connected to N383s show one or two complete pictures.



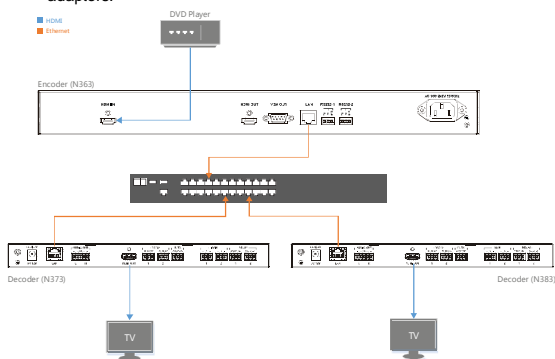
Hardware Installation

Warnings:

- I Before the installation, disconnect the power supplies from all the devices.
 - I During the installation, connect or disconnect the cables gently.
1. Connect a HDMI source to the N363 via a HDMI cable.
 2. Connect a HDMI sink to the N373 via a HDMI cable.
 3. Connect a HDMI sink to the N383 via a HDMI cable.
 4. Connect a computer, N363, N373, N383 to a 10/100Base-T Ethernet switch via CAT5e/6 cables.
 5. Connect the devices to the power supplies and start the operations.

Note:

If the switch doesn't support PoE function or is unable to provide enough power, connect N373 and N383 to the power supplies with their power adapters.



Operating with Control Software

You can use **HDMI over IP console** control software to manage and control the connected devices. You just need to extract the provided compression file to your computer and double-click **HDMloverIPConsole.exe** to start it without additional installation processing. This section takes **HDMloverIPConsoleV2.4.3** as an example.

Before Using the Control Software

Before using the control software, you need to set a static IP address on your computer and configure your operating system firewall to allow this software to communicate on your network.

Note:

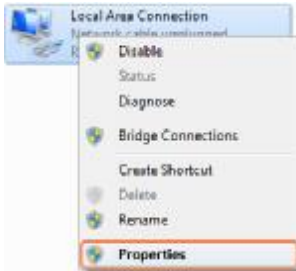
The operation system must be Windows XP or a later version.

Setting a Static IP on Your Computer

Before using the control software, make sure that the IP address of your computer installed with this software and TX/RX are in the same network segment. By default, TX/RX uses AutoIP protocol, and their IP address is 169.254.X.X and subnet mask is 255.255.0.0.

A computer running Windows 7 is used as an example to configure a static IP address.

1. Click **Start** menu, choose **Control Panel > Network and Internet > Network and Sharing Center > Change Adapter Settings**, right click **Local Area Connection**, and then choose **Properties**.



2. Double-click **Internet Protocol Version 4 (TCP/IPv4)**.



3. Select **Use the following IP address**, after configuring the following settings in the provided example, and then click **OK**.

- Ø **IP address:** 169.254.2.5
- Ø **Subnet mask:** 255.255.0.0



4. Click **OK**.

Configuring Your Operating System

Firewall

Your operating system firewall may block some features of the control software to prevent it controlling TX and RX.

A computer running Windows 7 is used as an example to configure your operating system firewall in two methods.

Method 1:

You can configure the firewall in the **Windows Firewall** panel on your computer. For more information, see *HDIP Product FAQ*.

Method 2:

You can also configure the firewall when starting the control software. Then, **Windows Security Alert** window may display. If so, select a network you allow this software to communicate on, for example, select both private and public networks. And then click **Allow access** (with Administration authority).



Control Software Instructions

Searching Devices

1. Double-click **HDMIoverIPConsole.exe** to launch the control software.

Note:

If **Windows Security Alert** window is displayed, see **Configuring Your Operating System Firewall** for solutions.

2. Select **EX363/EX373/EX383** from **Product** list.




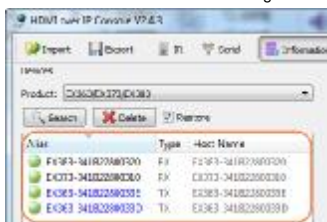
3. Click **Search** as shown below to start searching TX/RX.



Please wait until the search is complete, it may take a few seconds. All functions are disabled when the search is in progress.



4. When the search is completed the discovered devices are displayed in the device list window. The devices will show active green circles .



Note:

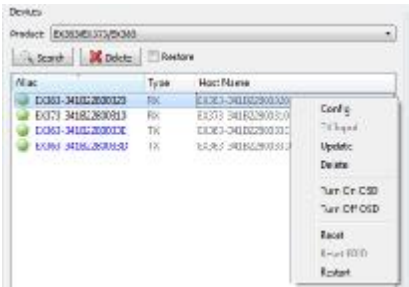
- I If the TX and RX devices have been set before by this control software, select **Restore** check box which will start searching the devices and automatically restore to the previous matrix

configurations.

- I If no devices are found, see Question 1 in Troubleshooting for solutions.

Device Parameter Settings

In the **Devices** list, right-click on a single or more devices, all the authorized operations are displayed in the shortcut menu. The following table describes how to set the device parameters.

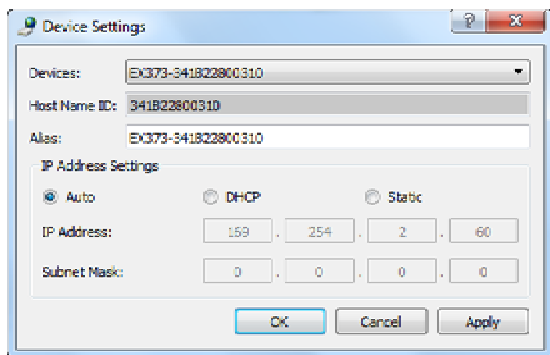


Item	Description
Config	Configure the device parameters, such as device name, alias, IP address settings (Auto, DHCP, Static).
TX input	Not supported.
Update	Update a single or more device status, such as alias, type or hostname.
Delete	Delete a single or more devices that have been searched and listed below in the Devices list. To display the devices that you have deleted, click Search .

Item	Description
Turn On OSD	Not supported.
Turn Off OSD	Not supported.
Reset	Restore a single or more devices to their factory settings. This operation may take a few seconds. When reset is completed, the devices will become active again. It's recommended that you click Delete to remove the original devices and click Search to display them again.
Reset EDID	Not supported.
Restart	Restart a single or more devices that have been searched and listed below in the Devices list. This operation may take a few seconds. When restart is completed, the devices will become active again.

Device Settings Window Introduction

In the **Devices** list, right-click on any device, and then choose **Config** to display **Device Settings** window. Or you can also double-click on any device to display this window.



GUI Element	Attribute	Description
Devices		Indicates the current device on which you perform operations.
Host Name ID	Device parameters	Indicates the host name ID, which is generated by the system and cannot be changed.
Alias		Indicates the user-defined device name that contains a maximum of 80 characters.
Auto	IP distribution modes	Indicates a mode in which the device is assigned an IP address automatically.
DHCP		Indicates a mode in which the device is assigned an IP address by using a router or switch with a DHCP server.
Static		Indicates a mode in which the device is assigned an IP address manually. In this case, enter an IP address (169.254.x.x) in IP Address and 255.255.0.0 in Subnet Mask .

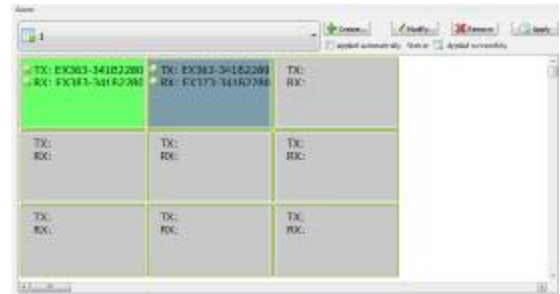
GUI Element	Attribute	Description
IP Address	Network parameters	Indicates the device IP address, which can be set only when the static mode is selected.
Subnet Mask		Indicates the device subnet mask, which can be set only when the static mode is selected.
OK	Buttons	Saves current settings, applies them to the device, and closes this dialog box.
Cancel		Cancels current settings and closes this dialog box.
Apply		Saves current settings and applies them to the device without closing this dialog box.





Note:

If any changes are made to the IP distribution modes, for example it is changed from **Static** to **Auto** or **DHCP**, restart the device and search it again in the control software.

Matrix Setting Introduction

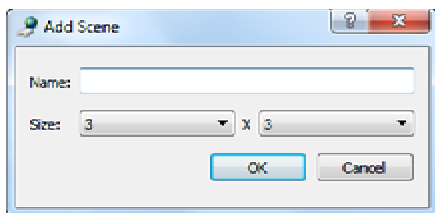
On the home screen of the control software, the **Scene** area displays the status of all TX and RX connections.



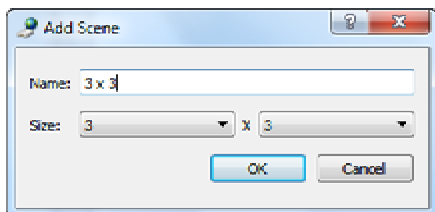
GUI Element	Attribute	Description
Create	Buttons	Creates a new configuration scene.
Modify		Modifies the current configuration scene.
Remove		Deletes the current configuration scene.
Apply		Applies the configuration connection settings to the connected devices.
Applied automatically	Option	Indicates that settings are applied immediately after you configure the intersection between TX and RX.
Status	Icons	<div> Indicates that the matrix created by devices is restored.</div> <div> Indicates that matrix settings are in progress.</div> <div> Indicates that matrix settings are applied successfully.</div> <div> Indicates that matrix settings fail to be applied.</div>

Creating the Scene Window

1. Click **Create** in the **Scene** area, the **Add Scene** dialog box is displayed.



2. Change the configuration layout, for example set **Name** to 3 x 3 and **Size** to 3 x 3.



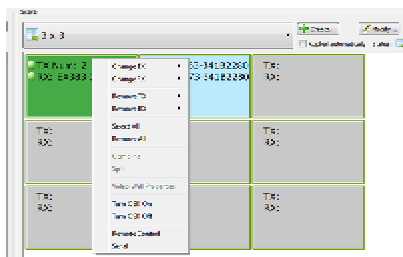
3. Click **OK**.

Note:

To modify the current configuration layout, click **Modify** on the tool bar.

Scene Area Window Instruction

You can right click a cell in the Scene area to perform the operations from the shortcut menu.



GUI Element	Description
Change TX	Selects TX from the searched devices.
Change RX	Selects RX from the searched devices.
Remove TX	Deletes the TX from the searched devices.
Remove RX	Deletes the RX from the search devices.
Select All	Selects all the cells in the Scene area.
Remove All	Remove all the devices in the Scene area.
Combine	Not supported.
Split	Not supported.
Video Wall Properties	Not supported.
Turn OSD On	Not supported.
Turn OSD Off	Not supported.
Remote control	IR remote to send IR commands to control the source or device from your computer.
Serial	Sends commands to a RS232 device connected to N363 or N373/N383 for device configuration and control.

Note:

You can also click and drag the desired TX and RX from the **Devices** list to cells in the **Scene** area and apply the configuration connection settings.

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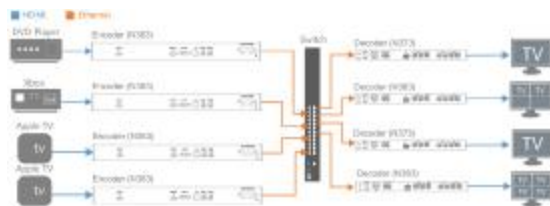
带格式的: 项目符号和编号

Setting a Matrix

You can set a matrix through the control software to control and manage all the connected devices in a network. This section takes a 2 x 2 matrix as an example.

Preparations:

- I Four encoder N363s
- I Two decoder N373s
- I Two decoder N383s
- I One 10/100Base-T Ethernet switch.
- I Four HDMI source devices
- I Four display devices
- I A computer
- I Eight HDMI cables and eight CAT5e/6 cables

Hardware Connection:

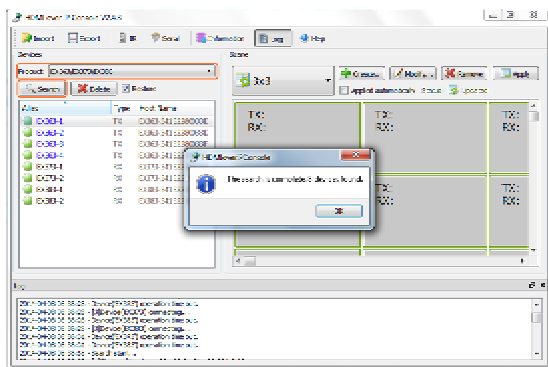
1. Connect one DVD player, one Xbox, two Apple TVs to four N363 via four HDMI cables.
2. Connect the N363s to the 10/100Base-T Ethernet switch with four CAT5e/6 cables.
3. Connect four TVs to two N373s and two N383s via four HDMI cables.
4. Connect the N373s and N383s to the switch with four CAT5/6 cables.
5. Connect your computer to the switch with a CAT5e/6 cable.
6. Power on all the devices.

Note:

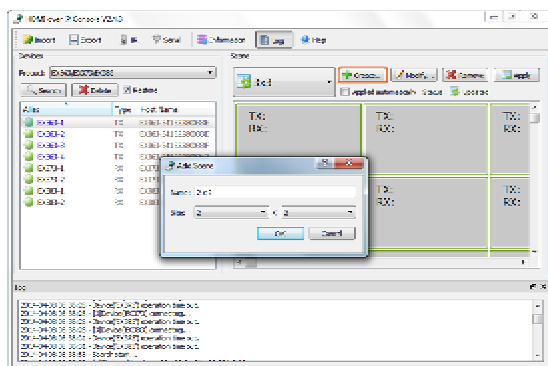
If the switch doesn't support PoE function, connect the N373s and N383s to the power supplies.

Operation:

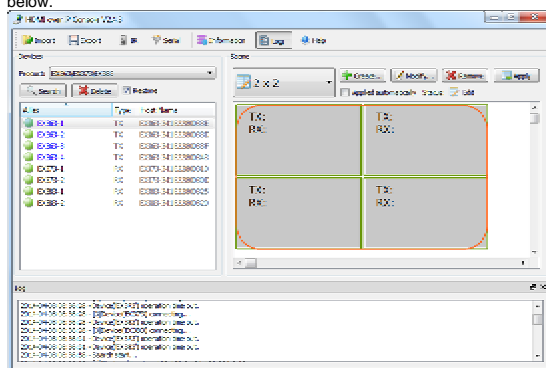
1. Double-click **HDMIoverIPConsole.exe** to launch the control software;
Select **EX363/EX373/EX383** from **Product** list; Click **Search** as shown below to start searching TX/RX, and eight devices are found.



2. Click **Create** to create a 2 x 2 configuration scene.

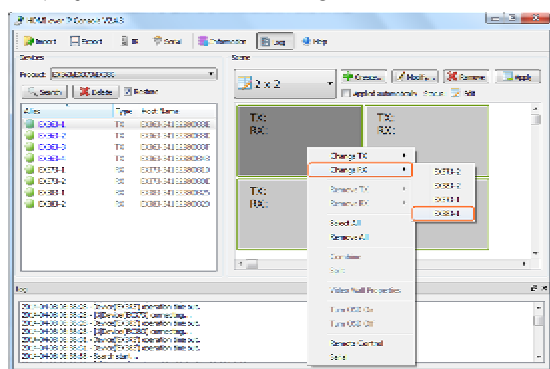


3. Click **OK**, 2 x 2 configuration scene is created as shown below.

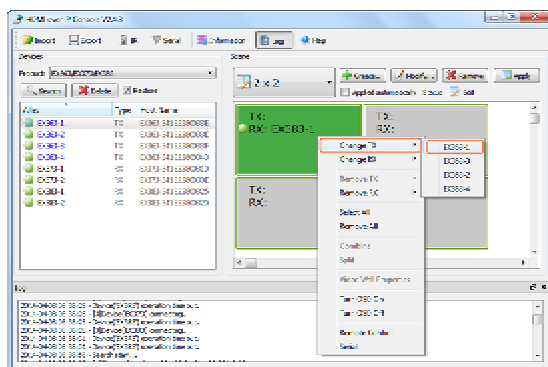


4. Configure the intersection between TX and RX in different cells in the **Scene** area.

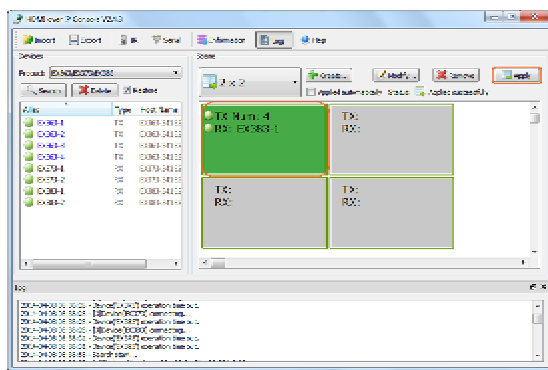
1) Right click the first cell, choose **Change RX** and then **RX383-1**.



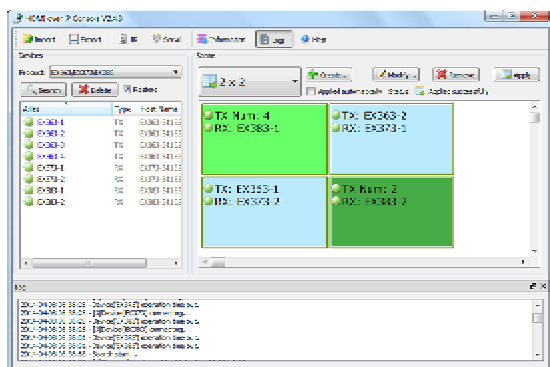
2) Right click the first cell, choose **Change TX** and then **EX363-1**.



- 3) Repeat the above steps to select EX363-2, EX363-3, EX363-4 for EX383 to configure the intersection between TX and RX in the first cell. And click **Apply** to make the changes to TX and RX take effective.



- 4) Configure the intersection between TX and RX in other cells in the same way as above. The final scene is created as below.



Then you can see the displays connected to N373s show a complete picture filling the screen, the displays connected to N383s show multiple complete pictures with the unoccupied parts shows nothing.

Note:

- I If N383 is linked to a single N363, the display will show a complete picture filling the screen as that connected to N373.
- I After 2 x 2 matrix is created, you can change TX and RX using the control software to enjoy different viewing effects.

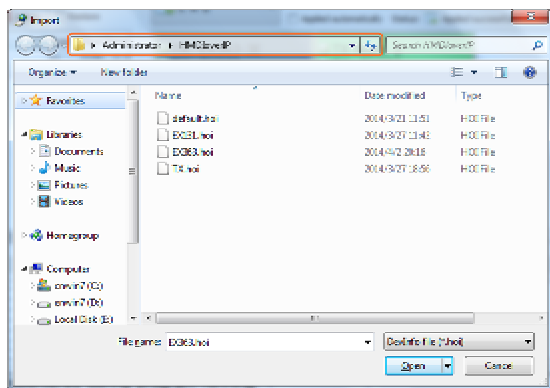
Configuration Files Management

When the control software is closed, the Windows operating system would save the configuration file **default.hoi** to the working directory of current user.

Viewing the Default Configuration File Directory

You can view the default directory from the **Import** dialog box displayed by

clicking **Import** on the tool bar.



When running the control software next time, it would automatically read the configuration file **default.hoi**. Do not modify or delete the **default.hoi**.

Otherwise, errors may be encountered during program running.

Export or Import the Configuration File

On the home screen of the control software, you can:

- I Click **Export** on the tool bar to save the current devices and scene configuration file to a specified directory.
- I Click **Import** on the tool bar to import the saved configuration file from this directory.

[illegible]

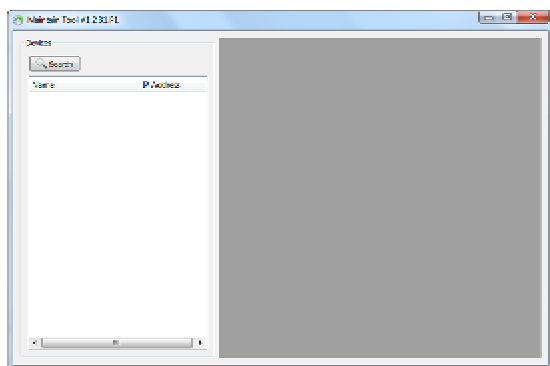
Upgrading the Devices

You can use **MaintainTool** upgrading tool to upgrade the devices. You just need to extract the provided compression file to your computer and double-click **MaintainTool.exe** to start it without additional installation processing. This section takes **MaintainToolV1.2.B1.P1** as an example to upgrade N363, N373 and N383.

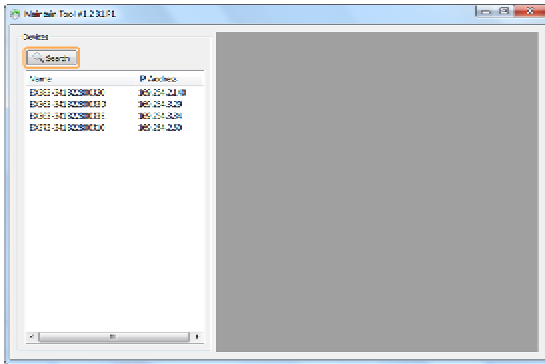
Warning:

Do not turn off the devices during the upgrading process. Otherwise it may cause damage to the devices.

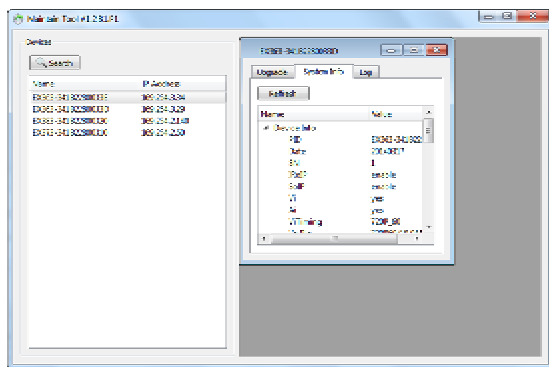
1. Connect a computer to the N363/N373/N383 or connect all of them to a 10/100Base-T Ethernet switch via CAT5e/6 cables.
2. Set a static IP address and configure your computer firewall by referring to Setting a Static IP on Your Computer and Configuring Your Operating System Firewall.
3. Double-click **MaintainTool.exe** to run the upgrading tool.



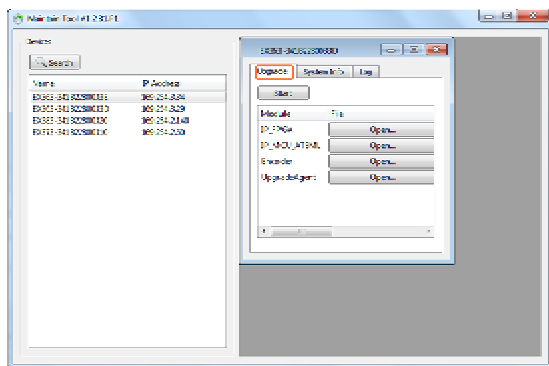
4. Click **Search** to detect and display the devices in the **Devices** list.



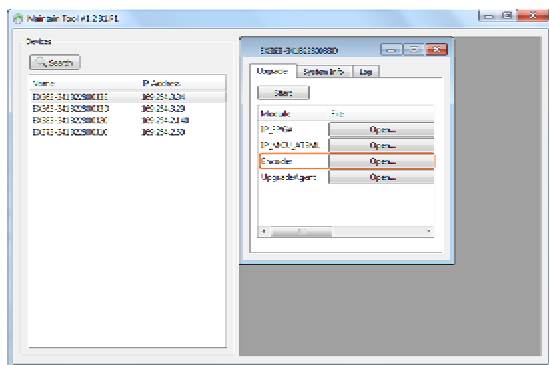
5. Upgrade a N363.
- 1) Click a N363 in the **Devices** list to display the device system dialog box.



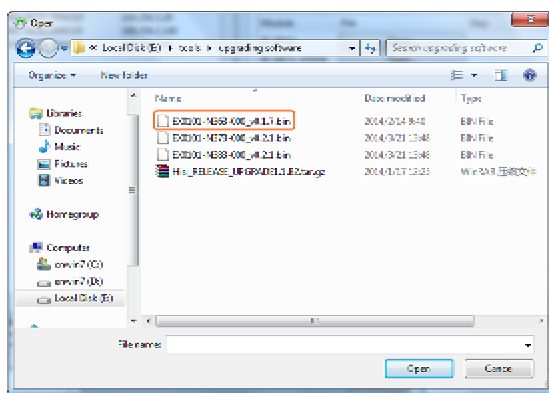
2) Click **Upgrade** tab.



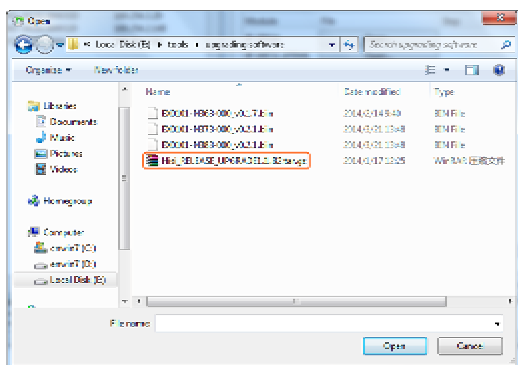
3) Click **Open** for **Encoder**.



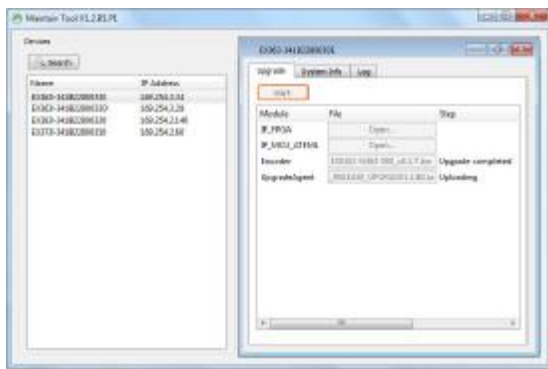
4) Select the bin file for the N363.



- 5) Click **Open** for **UpgradeAgent** to select a compression file from the directory.



- 6) Click **Start** to run the upgrading. It may take a few seconds.



Note:

When the upgrade is complete, the device will reboot to make the operations take effect.

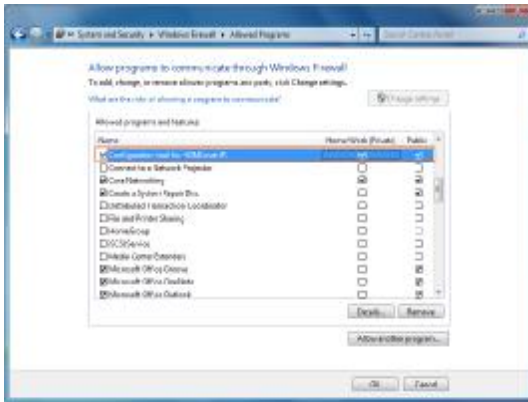
6. The rest devices can be updated in the same way.

Troubleshooting

1. Why HDMI over IP console or Maintaintool cannot find any devices?

- Check the Windows Firewall.

Taking Windows 7 as an example: Click **Start** menu, go to **Control Panel** > **System and Security** > **Windows Firewall** > **Allowed Programs**, highlight **Configuration tool for HDMI over IP**, check **Home/Work (Private)** and **Public**.



- I Check the IP address and subnet mask of your computer. The network segment for IP address is 169.254.x.x and the subnet mask is 255.255.0.0, the computer and TX/RX should be in the same network segment. For more information, see Setting a Static IP on Your Computer.

- I Check the IGMP snooping status in switch. This function should be enabled.
- 2. Why TV shows no picture with RX connected?
 - I Check that power supplies of all the devices are powered on.
 - I Check that all the cables are qualified and connected properly.
 - I Check that the display works properly, and that source devices have normal signals output.
 - I Check that TX and RX are linked based on status of the **Link** indicators on RX. For details, see description in Panel. If link exceptions exist, link TX and RX using the control software on your computer.
 - I Check that the resolutions of the source devices. TX supports input resolutions 480i, 480p, 576i, 576p, 720p, 1080i, 1080p.
 - I Check that your sink is switched to the correct source input mode, such as switching to HDMI 1 if HDMI 1 interface is connected to the N353 via a HDMI cable.
 - I Check that no compatibility issues exist between RX and sink. If so, replace the sink with other models. Check that power supplies of all the devices are powered on.
 - I The switch supports IGMP snooping and this function is enabled.

Note:

For more information, see *HDIP Product FAQ*.

Product Service

Maintenance

Clean this unit with a soft, dry cloth. Never use alcohol, paint thinner or benzene to clean this unit.

Provided Service

1. **Damage Requiring service:** The unit should be serviced by qualified service personnel if:
 - Ø The DC power supply cord or AC adapter has been damaged;
 - Ø Objects or liquids have gotten into the unit;
 - Ø The unit has been exposed to rain;
 - Ø The unit does not operate normally or exhibits a marked change in performance;
 - Ø The unit has been dropped or the cabinet damaged.
2. **Servicing Personnel:** Do not attempt to service the unit beyond that described in these operating instructions. Refer all other servicing to authorized servicing personnel.
3. **Replacement parts:** When parts need replacing ensure the service uses parts specified by the manufacturer or parts that have the same characteristics as the original parts. Unauthorized substitutes may result in fire, electric shock, or other hazards.
4. **Safety check:** After repairs or service, ask the service to perform safety checks to confirm that the unit is in proper working condition.

Mail-In Service

When shipping the unit, carefully pack and send it prepaid, adequately insured and preferably in the original carton. Include a letter detailing the complaint and provide a daytime phone and/or email address where you can

be reached.

If repair is needed during the limited warranty period the purchaser will be required to furnish a sales receipt/proof of purchase indicating date of purchase, amount paid and place of purchase. Customer will be charged for the repair of any unit received without such proof of purchase.

Warranty

If your product does not work properly because of a defect in materials or workmanship, Grandbeing Company (referred to as "the warrantor") will, for the length of the period indicated as below, (Parts (1) Year, Labor(90) Days) which starts with the date of original purchase ("Limited Warranty period"), at its option either (a) repair your product with new or refurbished parts, or (b) replace it with a new or a refurbished product. The decision to repair or replace will be made by the warrantor.

During the "Labor" Limited Warranty period there will be no charge for labor. During the "Parts" warranty period, there will be no charge for parts. You must mail-in your product during the warranty period. This Limited Warranty is extended only to the original purchaser and only covers product purchased as new. A purchase receipt or other proof of original purchase date is required for Limited Warranty service.

Warranty Limits and Exclusions

1. **This Limited Warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage.** The Limited Warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, maladjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, or service by anyone other than a Factory Service

Center or other Authorized Service, or damage that is attributable to acts of God.

2. **There are no express warranties except as listed under "limited warranty coverage". The warrantor is not liable for incidental or consequential damages resulting from the use of this product, or arising out of any breach of this warranty.** (As examples, this excludes damages for lost time, cost of having someone remove or re-install an installed unit if applicable, travel to and from the service location, loss of or damage to media or images, data or other recorded content. The items listed are not exclusive, but are for illustration only.)
3. **Parts and service, which are not covered by this limited warranty, are your responsibility.**

Glossary

Acronym	Complete Term
DHCP	Dynamic Host Configuration Protocol
EDID	Extended Display Identification Data
HDCP	High-bandwidth Digital Content Protection
HDMI	High Definition Multimedia Interface
IR	Infra-red
LAN	Local Area Networks
OSD	On Screen Display
PoE	Power over Ethernet
RX	Receiver
TX	Transmitter

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